

1997-99 Performance Progress Report

For Quarter Ending June 1999

Agency 385

Washington State Library

Mission

As the corporate library for Washington State Government, we deliver information services to the legislature and state government entities as they develop and carry out public policy; and, as a leader in information policy, we partner with libraries and other entities to provide ready and equitable public access to information.

Strategy We are committed to making it easy for customers of WSL to get the information they need, in the time and format in which they need it.

Performance Measure Percentage of state government employees who are library customers and reported satisfaction with the overall services received from the library.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								
Actual		89%						
Date Measured		9/30/97						

Performance Measure Number of state government/legislative employees who registered for State Library services

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		600		600		600		600
Actual		663		867		608		732
Date Measured		12/31/97		6/30/98		12/31/98		7/20/99

Quarter 8 Comment This performance measure is a 6 month measure. Therefore, both the projection and the actuals represent the period January - June, 1999.

Performance Measure Percentage of public, academic and special libraries in Washington state that report, by survey, overall satisfaction with the services they received from the Washington State Library

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								
Actual		47%						
Date Measured		9/30/97						

Strategy We are committed to making it easy for customers of libraries to access information, no matter where they may be in the state.

Performance Measure Number of times the library catalog, databases, or other electronic resources are accessed electronically.

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Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate			8900	9300	9800	10300	11100	11700
Actual	3,200	8,067	199,097	350,966	171,641	280,925	310,725	335,253
Date Measured	6/30/97	12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	7/15/99

Quarter 1
Comment Partial data only available

Quarter 2
Comment Reflects expansion to a new service

Quarter 3
Comment Established Find-It!Washington, also more complete data for other services.

Quarter 6
Comment Data is incomplete because reports were not received from our database vendor.

Quarter 8
Comment These actuals do not include the number of times that WSL's ProQuest database was accessed. WSL is dependent on the vendor for these statistics, and we did not receive them in time for this submission.

Performance Measure Number of talking books and other materials in alternative formats circulated to customers

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								131,250
Actual	97820		123642	130090	133,445	123,664	119,266	130,643
Date Measured	9/30/97		3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	7/14/99

Quarter 8
Comment WTBBL projected total circulation for the year at 525,000, one quarter of which is 131,250. Therefore, this projection was added where no projection was showing.